



Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: July 15, 2019		Source: Zero Motorcycles Customer Service Department				

Model Year 2020 Zero SR/F Firmware Update Service Campaign

Overview

With the introduction of the Zero SR/F, Zero Motorcycles delivered the first fully “smart” motorcycle thanks to the Cypher III operating system. It was also the first commercially available connected motorcycle on the market. As a result of these features, riders can now remotely download the latest Cypher III operating system release to ensure optimal performance and gain access to feature improvements. Zero Motorcycles is broadcasting a new release, Build 246/Revision 9, on July 16, 2019.

NOTE: TO OBTAIN THIS UPDATE OVER-THE-AIR, THE MOTORCYCLE’S CURRENT OWNER MUST HAVE REGISTERED IT USING THE MOBILE APP BUT DOES NOT HAVE TO HAVE THEIR SMARTPHONE CONNECTED TO RECEIVE THE UPDATE.

Zero Motorcycles also is releasing an update to the Zero Diagnostic Utility (version 33), which now will enable dealers to check the firmware on Zero SR/F motorcycles and update it, if necessary. To ensure that every Zero SR/F motorcycle has been updated to the very latest available firmware, we are announcing a service campaign requesting dealers check and update, if necessary, every Zero SR/F motorcycle.

Firmware Release Notes (Build 246 / Revision 9)

This firmware update (Build 246 / Revision 9) delivers improved firmware for the main bike board (MBB) and battery management system (BMS) that improves the calculation of torque during a motorcycle stability control event.

Applicable Models

All 2020 Zero SR/F motorcycles

Tools Required

Laptop with Zero Diagnostic Software installed
Zero Diagnostic Utility (ZDU) Version 33 (or higher)

NOTE: IF YOU HAVE NOT UPDATED YOUR ZERO DIAGNOSTIC UTILITY (“ZDU”) TO VERSION 33.0, YOU WILL NOT HAVE THE LATEST FIRMWARE FILES NEEDED TO PERFORM THIS SERVICE BULLETIN. TO ENSURE YOU HAVE THE LATEST VERSION, PLEASE DOWNLOAD IT FROM THE CUSTOMER SERVICE TOOLS LIBRARY ON THE ZERO MOTORCYCLES PARTNER COMMUNITY.

Parts Required

None

If you have any questions, please contact the Customer Service Team.
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
In the EMEA region: +31 (0) 72 5112014

Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: July 15, 2019		Source: Zero Motorcycles Customer Service Department				

Process Steps

To check and update the firmware on a model year 2020 Zero SR/F motorcycle to the latest revision:

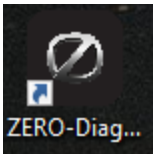
1. Connect the Zero Diagnostic Cables to the OBD-II port on the motorcycle. On a 2020 Zero SR/F motorcycle, this port is located inside the tank trunk.

2. Connect the IXXAT USB-CAN device to your computer's USB port.

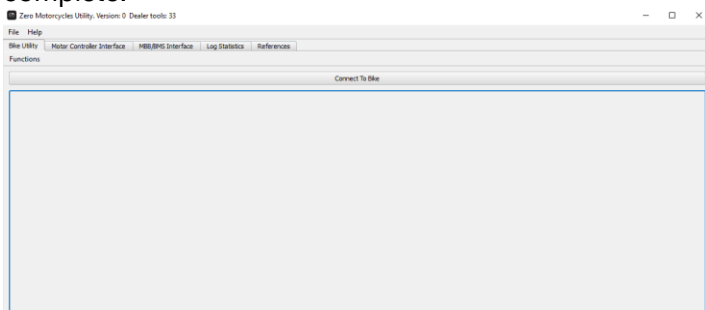


3. Key the motorcycle on.

4. Double click the ZDU Desktop icon.



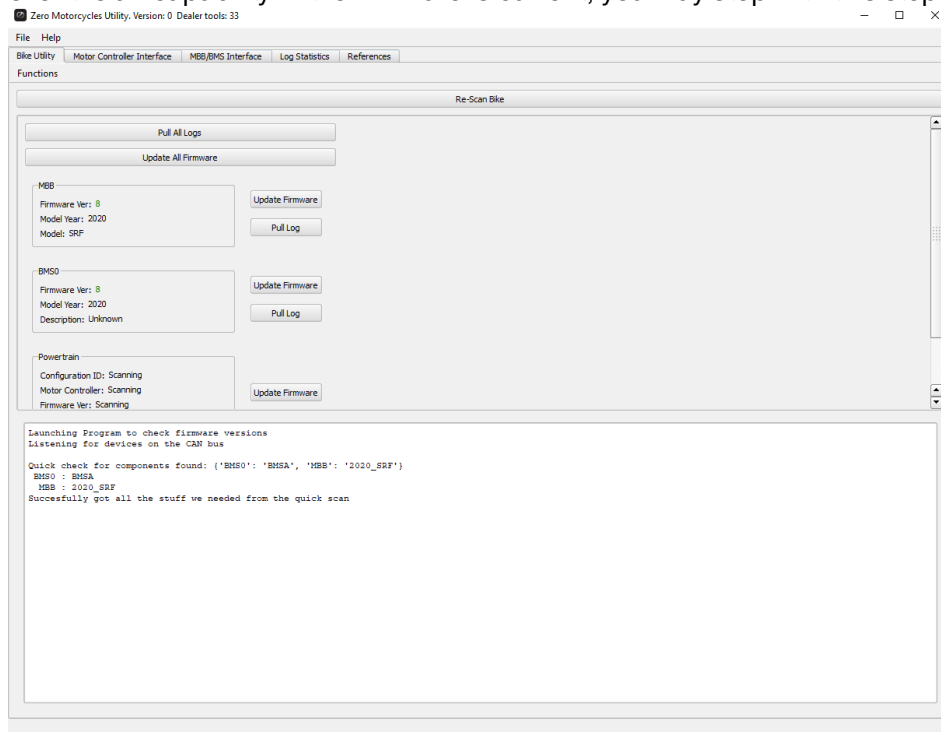
5. Click “Connect to Bike” button on the Bike Utility tab. This connection may take a couple seconds to complete.



If you have any questions, please contact the Customer Service Team.
 In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
 In the EMEA region: +31 (0) 72 5112014

Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: July 15, 2019		Source: Zero Motorcycles Customer Service Department				

6. Make sure that the ZDU identifies the correct motorcycle model year and model. Note that the picture below shows firmware versions 8, but the new versions for the 2020 Zero SR/F are 9 for both the MBB and BMS. In many instances, owners will have already updated their motorcycles to the latest firmware using the over-the-air capability. If the firmware is current, you may stop with this step.



7. Click the “Update All Firmware” button. When asked, click on the “Yes” button to pull logs prior to the firmware update because this process erases the existing logs. The log files are saved to your local computer in the location C:_Zero\Bike_Logs

8. Allow the program to finish. It can take as long as 10 minutes.

9. Ensure that all firmware revisions are up to date according to the latest revisions listed at the start of this document by pressing the “Re-Scan Bike” button.

10. If a component is not successfully updated, press the “Update Firmware” button next to the component that did not update and whose version number has not been increased to “9.” Go back to Step 9. If the component fails to update more than three times, call Zero Customer Service Team for assistance.

11. After completing the update process, verify the motorcycle is operational by turning off the motorcycle and waiting for 30 seconds. Then, key the motorcycle on and check, with the kickstand in the up position and the motor stop switch in the “run” position, that there are no error codes present on the dash. If there are no errors, apply a bit of throttle to verify that the motor engages.

If you have any questions, please contact the Customer Service Team.
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
In the EMEA region: +31 (0) 72 5112014



Dealer Operator/ General Manager	Sales New Vehicles	Sales Used Vehicles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: July 15, 2019		Source: Zero Motorcycles Customer Service Department				

Timing and Reimbursement

To receive reimbursement for the work performed under this service campaign, the dealer must submit a Service Bulletin Warranty Claim for the labor hours incurred that includes the following information:

- Fault Summary: MY20 Zero SR/F Firmware Update Campaign
- Fault Area: 75-Software
- Fault Code: 90-Service Bulletin Campaign
- Service Bulletin/Recall: SV-ZMC-020-405 – MY20 Zero SR/F Firmware Update Campaign
- Resolution: Please include the old MBB and BMS versions from which the motorcycle was updated.

Zero Motorcycles believes that the time that should be allotted to this work is 20 minutes (0.3 hours). We do not reimburse any costs related to loaner or temporary replacement motorcycles or other vehicles.

If you have any questions, please contact the Customer Service Team.
In the Americas: 888-RUN-ZERO (888-786-9376) Ext 2
In the EMEA region: +31 (0) 72 5112014